

receiving means for receiving caller number identification signals from said communication facility indicative of caller number identification data;

cue means for cueing select ones of said remote terminals to prompt selective operation of said voice communication means and said digital input means at said remote terminals to provide responsive signals;

status means to selectively indicate responsive signals and caller number identification signals automatically provided by said communication facility for substantially all said select ones of said remote terminals as (1) digital control signals, (2) digital data signals, or (3) audio signals, wherein at least one of said responsive signals or at least a portion of said caller number identification signals can serve as a digital control signal, a digital data signal, or both;

control means for actuating said cue means and said status means to cue and identify responsive signals in relation to said selective operation prompted by said cue means; and

means for storing audio signals encoded in a digital format, said encoded audio signals including caller voice data responsive to cuing by said cue means under control of said status means.

23. A voice-data control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include voice communication means for providing audio responsive signals and digital input means for providing digital responsive signals, said control system comprising:

cue means for cuing select ones of said remote terminals to prompt selective operation of said voice communication means and said digital input means at said remote terminals to provide responsive signals;

status means to selectively indicate responsive signals from each select remote terminal as 1) digital control signals, 2) digital data signals, or 3) audio signals, wherein a responsive signal can serve as a digital control signal, a digital data signal, or both;

memory means for storing data relating to said individual callers including data as provided by said digital data signals or said audio signals or both where at least certain of such storage occurs as a result of a call and previously stored record data;

means for addressing said data relating to said individual callers in said memory
means in response to said digital control signals from said digital input means;

control means for actuating said cue means and said status means to cue and
identify said responsive signals in relation to said selective operation prompted by said
cue means; and

means for storing said audio signals for reproducing caller audio data responsive
to cuing by said cue means under control of said status means, certain of said audio
signals stored for first time individual callers.

24. A voice-data control system for use with a communication facility including
remote terminals for individual callers, wherein said remote terminals include voice
communication means for providing audio response signals and digital input means for providing
digital response signals, said control system comprising:

cue means for cuing select ones of said remote terminals to prompt selective
actuation of said voice communication means and said digital input means to provide
response signals;

status means to selectively identify response signals from each select remote
terminal as (1) digital control signals, (2) digital data signals, or (3) audio signals,
wherein a response signal can serve as a digital control signal, a digital data signal, or
both;

memory means for storing data relating to said individual callers including data as
provided by said digital data signals or said audio signals or both, where at least part of
such storage occurs as a result of a call and previously stored record data;

means for addressing said data relating to said individual callers from said
memory means in response to said digital response signals from said digital input means;

control means for actuating said cue means and said status means to cue and
identify said response signals in relation to said selective actuation prompted by said cue
means;

means for storing said audio signals representative of caller audio data in said
memory means responsive to cuing by said cue means; and

interface processor means including means to isolate a subset of said individual callers based upon digital data received from a plurality of said individual callers.

25. A voice-data control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include voice communication means for providing audio signals and digital input means for providing digital signals, said control system comprising:

cue means for cuing select ones of said remote terminals to prompt selective operation of said voice communication means and said digital input means at said remote terminals to provide responsive signals;

status means to selectively indicate responsive signals and caller number identification signals for substantially all of said select ones of said remote terminals as (1) digital control signals, (2) digital data signals, or (3) audio signals, wherein certain of said responsive signals can serve as digital control signals, digital data signals, or both;

test means for testing certain data relating to said individual callers for approval, as provided by one or both of said digital control signals or said digital data signals, or testing for the presence of certain data relating to said individual callers, as provided by said audio signals;

control means for receiving said digital control signals including said caller number identification signals indicative of at least a portion of a caller's number to actuate said test means, said cue means and said status means in accordance with a predetermined program, said caller number identification signals used to test and control for a use limit; and

means for storing data relating to said individual callers as received under control of said control means implementing said program.

26. A voice-data control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include voice communication means for providing audio signals and digital input means for providing digital signals, said control system comprising:

cue means for cuing select ones of said remote terminals to prompt selective operation of said voice communication means and said digital input means at said remote terminals to provide responsive signals;

status means to selectively indicate responsive signals from each select remote terminal as (1) digital control signals, (2) digital data signals or (3) audio signals, wherein certain of said responsive signals can serve as digital control signals, digital data signals, or both, said communication facility providing caller number identification signals indicative of at least a portion of a caller's number and said status means selectively identifying said caller number identification signals as digital control signals or digital data signals, or both;

control means for receiving said digital control signals for actuating said cue means and said status means to cue and identify said responsive signals in relation to said selective operation prompted by said cue means; and

means for storing and addressing data relating to said individual callers, including said audio signals for reproducing caller audio data at a remote terminal.

27. A voice-data control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include voice communication means for providing audio responsive signals and digital input means for providing digital responsive signals, said control system comprising:

receiving means for receiving caller number identification signals indicative of at least a portion of a caller's number from said communication facility;

cue means for cuing select ones of said remote terminals to prompt selective actuation of said voice communication means and said digital input means to provide responsive signals;

status means to selectively identify responsive signals from each select remote terminal as (1) digital control signals, (2) digital data signals or (3) audio signals, wherein certain of said responsive signals can serve as digital control signals, digital data signals, or both, said communication facility providing said caller number identification signals indicative of at least a portion of a caller's number and said status means selectively

identifying said caller number identification signals as digital control signals or digital data signals, or both;

test means for testing identification data provided by said individual callers represented by certain of said responsive signals for approval;

control means for implementing a stored program to control said cue means and said status means in accordance with said program and said digital control signals to prompt said responsive signals from each select remote terminal in accordance with said status means, said program implementing an interface communication operation; and

means for selectively storing said responsive signals from said select remote terminals including digital data signals and audio signals as selectively identified by said status means to indicate at least in part said identification data and for processing certain data provided by said individual callers represented by at least certain of said digital data signals.

28. A voice-data control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include voice communication means for providing audio responsive signals and digital input means for providing digital response responsive signals, said control system comprising:

cue means for cuing select ones of said remote terminals to prompt selective actuation of said voice communication means and said digital input means to provide responsive signals;

status means to selectively identify responsive signals from each select remote terminal as (1) digital control signals, (2) digital data signals or (3) audio signals wherein certain of said responsive signals can serve as digital data signals, digital control signals, or both;

test means for testing identification data relating to said individual callers represented by certain of said responsive signals for approval, wherein said test means recognizes a first time caller;

control means implementing a stored program to control said cue means and said status means in accordance with said program and said digital control signals, to

prompt said responsive signals from each select remote terminal in accordance with said status means; and

means for selectively storing said responsive signals from said select remote terminal including digital data signals and audio signals as selectively identified by said status means to indicate data provided by said individual callers.

29. A voice-data control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include voice communication means for providing audio signals and digital input means for providing digital signals, said system comprising:

cue means for cuing select ones of said remote terminals to prompt selective operation of said voice communication means and said digital input means at said remote terminals to provide responsive signals;

status means to selectively indicate responsive signals from each select remote terminal as (1) digital control signals, (2) digital data signals or (3) audio signals;

testing means for testing certain data relating to said individual callers for approval, as provided by said digital data signals or said digital control signals or both, or testing for the presence of certain data relating to said individual callers, as provided by said audio signals;

control means for receiving said digital control signals for actuating said cue means and said status means to cue and identify responsive signals in relation to operation selectively prompted by said cue means, wherein said control means further provides an acknowledgment number to certain of said individual callers, said acknowledgment number stored to identify data relating to certain of said individual callers including said audio signals; and

memory means for storing and retrieving said data relating to said individual callers including said acknowledgement data, and including said audio signals encoded in digital format for reproducing caller audio data at a remote terminal, said memory means also for storing data representative of caller billing information on said individual callers and certain of said digital data signals from said digital input means as additional caller data.

30. A voice-data control system for use with a communication facility including remote terminals for individual callers wherein said remote terminals include voice communication means for providing audio response signals and digital input means for providing digital response signals, said control system comprising:

cue means for cuing select ones of said remote terminals to prompt selective actuation of said voice communication means and said digital input means to provide response signals;

status means to selectively identify said response signals from said select ones of said remote terminals as digital response signals or audio response signals wherein said digital response signals include digital control signals or digital data signals or both;

test means for testing identification data for said individual callers for approval, as provided by at least certain of said digital response signals;

control means implementing a stored program to control said cue means and said status means in accordance with said program and said digital control signals to prompt the provision of response signals from said select ones of said remote terminals in accordance with said status means;

means for storing and reproducing response signals from said select ones of said remote terminals including digital data signals and audio response signals as selectively identified by said status means; and

qualification means to qualify callers with respect to a predetermined limit on use.

31. A voice-data control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include voice communication means for providing audio signals and digital input means for providing digital signals, said control system comprising:

cue means for cuing select ones of said remote terminals to prompt selective operations of said voice communication means and said digital input means at said remote terminals to provide responsive signals;

status means to selectively indicate responsive signals from each select remote terminal as (1) digital control signals, (2) digital data signals, or (3) audio signals, said communication facility providing caller number identification signals indicative of at

least a portion of a caller's number and said status means selectively identifying said caller number identification signals or certain of said responsive signals or both as digital data signals or said digital control signals or both;

test means for testing identification data for said individual callers represented by certain of said responsive signals for approval;

control means for receiving said digital control signals for actuating said cue means and said status means to cue and identify responsive signals in relation to said selective operation prompted by said cue means; and

means for storing and addressing data relating to said individual callers, including certain of said digital control signals or said digital data signals or said audio signals, wherein at least certain of said audio signals are encoded in a digital format and reproduced as caller audio data at a remote terminal, said means for storing also storing signals representative of caller billing information including caller provided credit card data and expiration date data.

32. A voice-data control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include voice communication means for providing audio responsive signals and digital input means for providing digital responsive signals, said control system comprising:

cue means for cuing select ones of said remote terminals to prompt selective actuation of said voice communication means and said digital input means to provide responsive signals;

status means to selectively identify responsive signals from each select remote terminal as (1) digital control signals, (2) digital data signals or (3) audio signals wherein certain of said responsive signals can serve as digital control signals, digital data signals, or both;

means for testing for the presence of audio signals for an individual caller and upon determination of no audio signals for said individual caller, requesting audio data from said individual caller for storing;

memory means for storing data relating to said individual callers as provided by said digital data signals, said digital control signals or said audio signals and previously stored recorded data;

means for addressing said data in said memory means in response to control signals from said digital input means;

control means for actuating said cue means and said status means to cue and identify responsive signals in relation to said selective actuation prompted by said cue means, wherein said control means further provides an acknowledgment number to certain of said individual callers, said acknowledgment number stored to identify data relating to certain of said individual callers including said audio signals; and

means for storing said audio signals encoded in a digital format representative of caller audio data responsive to cuing by said cue means.

33 A voice-data control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include voice communication means for providing audio signals and digital input means for providing digital signals, said control system comprising:

cue means for cuing select ones of said remote terminals to prompt selective operation of said voice communication means and said digital input means at said remote terminals to provide responsive signals;

status means to selectively indicate responsive signals from each select remote terminal as (1) digital control signals, (2) digital data signals or (3) audio signals wherein certain of said responsive signals can serve as digital control signals, digital data signals, or both;

control means for receiving said digital control signals for actuating said cue means and said status means to cue and identify said responsive signals in relation to the operation selectively prompted by said cue means;

means for storing and addressing data relating to said individual callers, including said audio signals for reproducing caller audio data at a remote terminal;

a plurality of audio response units for interfacing said control means to said communication facility, wherein said communication facility provides caller number

identification signals indicative of at least a portion of a caller's number and said status means selectively identifies said caller number identification signals as digital data signals, digital control signals, or both, at least said portion of said caller's number also stored in said means for storing; and

acknowledgement means for generating an acknowledgement number and providing said acknowledgement number to said individual callers and storing said acknowledgement number associated with at least certain of said data relating to said individual callers including said caller audio data;

an autodialer to facilitate a connection with a certain one of said remote terminals in accordance with telephone numbers stored as part of said data provided by said individual callers; and

coupling means through which said caller audio data is reproduced at a remote terminal.

34. A voice-data control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include voice communication means for providing audio signals and digital input means for providing digital signals, said control system comprising:

cue means for cuing select ones of said remote terminals to prompt selective operation of said voice communication means and said digital input means at said remote terminals to provide responsive signals;

status means to selectively indicate responsive signals from each select remote terminal as 1) digital control signals, 2) digital data signals, or 3) audio signals wherein certain of said responsive signals can serve as digital control signals, digital data signals, or both;

means for testing caller identification data for said individual callers for approval as provided by said digital control signals or said digital data signals or both or for testing said caller identification data to determine the presence of said audio signals;

means for storing caller audio data encoded in a digital format;

receiving means for receiving caller number identification signals from said communication facility indicative of at least a portion of a caller's number as digital data signals, digital control signals, or both;

memory means for storing said caller number identification signals wherein data cells of said memory means are loaded in accordance with an operating format, said operating format being one of a multiple format configuration stored in said memory means, billing data with respect to said individual callers and a flag to indicate the presence of audio data also stored in said memory means;

an autodialer to facilitate a connection with a certain one of said remote terminals in accordance with telephone numbers stored as part of said data provided by said individual callers; and

coupling means through which said caller audio data is provided to a remote terminal.

35. A voice-data control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include voice communication means for providing audio responsive signals and digital input means for providing digital responsive signals, said control system comprising:

cue means for cuing select ones of said remote terminals to prompt selective actuation of said voice communication means and said digital input means to provide responsive signals;

status means to selectively identify responsive signals from each select remote terminal as (1) digital control signals, (2) digital data signals or (3) audio signals wherein certain of said responsive signals can serve as digital control signals, digital data signals, or both, said communication facility providing caller number identification signals indicative of at least a portion of a caller's number and said status means selectively identifying said caller number identification signals as digital control signals or digital data signals, or both;

control means implementing a stored program to control said cue means and said status means in accordance with said program and said digital control signals, to

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prompt responsive signals from each select remote terminal in accordance with said status means;

memory means for selectively storing at least certain of said responsive signals from said select remote terminal including digital data signals and audio signals as selectively identified by said status means to indicate data provided by said individual callers; and

test means for testing to determine if a caller is a first time caller, said test means cueing said first time caller to provide caller audio data for encoding in a digital format and storing in said memory means.

36. A method for controlling voice-data communications in an information service format for a plurality of individual callers, said method for use with a communication facility including remote terminals for use by certain of said plurality of individual callers, wherein said remote terminals include voice communication means for providing audio responsive signals and digital input means for providing digital responsive signals, said method comprising the steps of:

cueing said certain of said individual callers to provide responsive signals indicative of caller data by actuating said voice communication means or said digital input means of said remote terminals;

selectively identifying said responsive signals provided by said certain of said individual callers as digital data signals, digital control signals or audio signals;

testing to determine if audio data is previously stored;

fetching said audio data encoded in said digital format if previously stored;

recording said caller data from said certain of said individual callers including said audio data in a digital format for first time individual callers if not previously stored; and

processing at least said caller data including said audio data to isolate a subset including individual callers.

37. A method for controlling voice-data communications in accordance with an interface format, said method for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include voice communication means for

providing audio response signals and digital input means for providing digital response signals, said method comprising the steps of:

cuing select ones of said remote terminals to prompt selective actuation by said individual callers of said voice communication means and said digital input means to provide response signals indicative of caller data including audio data;

initially testing for the presence of said audio data in an encoded digital format to determine if previously recorded and for providing access to certain operations of said interface format upon consideration of the presence of said audio data;

recording at least certain of said audio data in said encoded digital format if not previously recorded; and

providing acknowledgment numbers to at least certain of said individual callers and recording said acknowledgement numbers to identify said at least certain of said caller data including said audio data recorded in said encoded format.

38. A method for controlling voice-data communications for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include voice communication means for providing audio responsive signals and digital input means for providing digital responsive signals, said method comprising the steps of:

cuing select ones of said remote terminals to prompt selective actuation by said individual callers of said voice communication means and said digital input means to provide responsive signals;

selectively identifying said responsive signals from said select ones of said remote terminals as digital data signals, digital control signals or audio signals, said responsive signals including a customer identification number for a caller to access a file for said caller;

recording said audio signals in digital format;

testing said digital data signals for approval or testing said digital data signals to determine the presence of said audio signals; and

providing an acknowledgment number to certain of said individual callers, said acknowledgment number stored to identify data relating to certain of said individual callers including said audio signals.

39. A method for controlling voice-data communications for use with a communication facility including remote terminals for individual callers from a pool of individual callers, wherein said remote terminals include voice communication means for providing audio responsive signals and digital input means for providing digital responsive signals, said method comprising the steps of:

cuing select ones of said remote terminals to prompt selective actuation by certain callers from said pool of individual callers of said voice communication means and said digital input means to provide responsive signals;

selectively identifying said responsive signals from said select ones of said remote terminals as digital data signals, digital control signals or audio signals, said responsive signals including caller identification data to access a file for a caller;

recording said audio signals from said certain callers in digital format;

testing either said digital data signals for approval or utilizing said digital data signals to determine the presence of said audio signals; and

processing data including data from said certain callers to isolate a subset of said individual callers.

40. A voice-data control system for implementing an information service telephonic interface operation for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include voice communication means for providing audio response signals and digital input means for providing digital response signals, said control system comprising:

cue means for cuing select ones of said remote terminals to prompt selective actuation of said voice communication means and said digital input means to provide response signals in accordance with said information service;

status means to selectively identify response signals from each select remote terminal as (1) digital control signals, (2) digital data signals or (3) audio signals, wherein a response signal can serve as a digital control signal, a digital data signal, or both;

memory means for storing data relating to said individual callers including data as provided by said digital data signals or said audio signals encoded in a digital format;

means for addressing at least certain of said data relating to said individual callers from said memory means in response to at least certain of said digital response signals from said digital input means;

control means for actuating said cue means and said status means to cue and identify said responsive signals in relation to said selective actuation prompted by said cue means;

means for storing said audio signals representative of caller audio data and at least certain of said digital data signals in said memory means responsive to cuing by said cue means; and

interface processor means including means to isolate a subset of said individual callers on-line and subsequently processing certain of said data provided by a plurality of said individual callers off-line.

41. A voice-data control system for implementing operations in accordance with an interface format, said voice-data control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include voice communication means for providing audio response signals and digital input means for providing digital response signals, said voice-data control system comprising:

interface structure for receiving signals relating to said remote terminals, including digital control signals, digital data signals, and audio signals encoded in a digital format;

testing structure coupled to said interface structure, for testing caller data for said individual callers at said remote terminals for identification or billing or both as provided by certain of said digital data signals, said caller data comprising credit card number data including credit card expiration data for testing for either identification or billing purposes or both;

memory structure coupled to said interface structure and said testing structure for storing other data from said individual callers received in the form of signals including both said digital data signals and said audio signals wherein said other data includes audio data;

coupling structure for coupling a coupled terminal to said memory structure wherein said memory structure is addressed to provide said other data including at least said audio data to said coupled terminal; and

processing structure for processing calls from said remote terminals to a specific one of a multiple configuration of formats in accordance with said digital control signals.

42. A central voice-data control and memory system for storing combined digital and voice data for certain of said individual callers at remote terminals of a communication facility, wherein said remote terminals include voice communication means for providing audio response signals and digital input means for providing digital response signals or a terminal with a display unit, said central voice-data control and memory system comprising:

interface structure for receiving signals relating to said remote terminals, including digital control signals, digital data signals, and audio signals encoded in a digital format;

testing structure coupled to said interface structure, for testing caller identification data for said individual callers at said remote terminals as provided by certain of said digital data signals, or for testing said caller identification data to determine the presence of said audio signals and for limiting access based on a use limit to qualified ones of said individual callers;

a memory structure coupled to said interface structure and said testing structure for storing other data from said individual callers received in the form of signals including both said digital data signals and said audio signals wherein said other data includes audio data and a flag indicates the presence of said audio data; and

coupling structure for coupling a coupled terminal to said memory structure wherein said memory structure is addressed to provide said other data including said audio data to said coupled terminal.

43. A method for controlling voice-data communications for use with a communication facility including remote terminals for individual callers from a pool of individual callers, wherein said remote terminals include voice communication means for

providing audio response signals and digital input means for providing digital response signals, said method comprising the steps of:

cuing select ones of said remote terminals to prompt selective actuation by certain callers from said pool of individual callers of said voice communication means and said digital input means to provide responsive signals;

selectively identifying said responsive signals from said select ones of said remote terminals as digital data signals, digital control signals or audio signals, said responsive signals including caller identification data to access a file for a caller;

recording said audio signals from said certain callers in digital format;

testing either certain of said digital data signals for approval or testing said digital data signals to determine for the presence of said audio signals;

processing data including data from said certain callers to isolate a subset of said individual callers; and

accumulating at least certain of caller data provided by said responsive signals including said audio signals for said individual callers and subsequently processing said certain of said caller data.

44. A method for controlling voice-data communications in an information service format for a plurality of individual callers, said method for use with a communication facility including remote terminals for use by certain of said plurality of individual callers, wherein said remote terminals include voice communication means for providing audio responsive signals and digital input means for providing digital responsive signals, said method comprising the steps of:

cuing said certain of said plurality of said individual callers to provide responsive signals indicative of caller data by actuating said voice communication means or said digital input means of said remote terminals;

in association with said cuing step, identifying said responsive signals provided by said certain of said plurality of said individual callers as digital data signals, digital control signals or audio signals;

recording at least certain of said caller data from said certain of said plurality of said individual callers including audio data in a digital format;

flagging said audio data; and

organizing the accumulation of certain of said caller data including said audio data to isolate a subset of individual callers.

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45. A method for controlling voice-data communications in an information service format for a plurality of individual callers, said method for use with a communication facility including remote terminals for use by certain of said plurality of individual callers, wherein said remote terminals include voice communication means for providing audio responsive signals and digital input means for providing digital responsive signals, said method comprising the steps of:

- cuing said certain of said plurality of said individual callers to provide responsive signals indicative of caller data by actuating said voice communication means or said digital input means of said remote terminals;
- receiving and identifying said responsive signals provided by said certain of said plurality of said individual callers as digital data signals, digital control signals or audio signals;
- selectively recording said caller data from said certain of said individual callers including digital data and audio data in a digital format for at least certain of said plurality of said individual callers; and
- processing said caller data including at least certain of said audio data to isolate subsets of individual callers.

46. A method for controlling voice-data communications in an information service format for a plurality of individual callers, said method for use with a communication facility including remote terminals for use by certain of said plurality of individual callers, wherein said remote terminals include voice communication means for providing audio responsive signals and digital input means for providing digital responsive signals, said method comprising the steps of:

- cuing said certain of said plurality of said individual callers to provide responsive signals indicative of caller data by actuating said voice communication means or said digital input means of said remote terminals;
- in association with said cuing step, receiving and identifying said responsive signals provided by said certain of said plurality of said individual callers as digital data signals, digital control signals or audio signals;